Missing Patient Register V. 1.0 User Manual
November 1994

Preface

Purpose

This manual is designed to help the station user complete an entry to the Missing Patient Register package.

Scope

This package is designed to assist Veterans Administration Medical Center (VAMC) personnel in tracking and locating missing patients. The entry of missing and found patients into the Missing Patient Register and the active search of Integrated Patient Data Base (IPDB) data provides a means for closing cases of patients classified as missing.

Introduction

The Missing Patient Register package provides a link between Decentralized Hospital Computer Program (DHCP), the National Missing Patient Register, and components of the Integrated Patient Data Base (IPDB) system. It allows users to initiate reports and searches for missing patients.

The package is designed to be used as a tool to:

- Centralize information gathered from all VAMCs for those patients classified as missing in accordance with national policy.

- Collect missing patient information from each VAMC for distribution to all facilities.

- Inform the reporting station of the missing patient's VA treatment history and any occurrences of being reported as missing by a VAMC.

- Inform the reporting station if the missing patient is found including: when, where and under what conditions, if available.

- Facilitate the reporting of missing patients on the national level to better track, trend and develop VA policy requirements.

National Policy Considerations
The Office of Operations and Medical Information Resources Management Office (MIRMO) defined the policies for the Missing Patient Register.

- The patient must be missing a minimum of 72 hours before entry to the Missing Patient Register.

- VA Directive 10-92-102 and supplements should be consulted.

Orientation

In this manual, terminal dialogues are shown in Courier New font. User responses are in boldface type. The symbol **<RET>** is used to show that the return key (enter key on some keyboards) is pressed to accept a default answer or bypass a prompt. To the right of the terminal dialogue, under Discussion, we included explanations of displays and advice on responding to the prompts.

This software package uses basic VA FileMan. For further information on VA FileMan, refer to Users Guide to Computing. In particular, familiarize yourself with portions of the guide which cover signing on, exiting, entering/editing data, and word processing. The following summarizes some of the VA FileMan functions that are used within the Missing Patient Register package.

Exiting
Depending on where you are within the program, entering an "up-arrow" (holding down the **shift** key while striking the **6**) will allow you to jump to the beginning of a new record or to the menu options. Then pressing the enter key until you pass through the different levels of the menus will exit you from the program or back to the menu option you wish to use.

Deleting
Deleting default answers that appear before a "//" or a "Replace" is done by entering **@** (holding down the **shift** key while striking the **2**). Deleting word processing is done by using the delete key while on the same line of text. Text on a different line can only be deleted through "EDIT option". While in word processing, you may enter **?** after "EDIT option:" to obtain a list of possible edits to the text.

Device
Striking the return key (enter key on some keyboards) following the "DEVICE:" prompt will print the requested output on the computer screen. If a "Right Margin:" prompt is displayed, you will need to strike the return key once again.

Enter the name of the printer/device following the "DEVICE:" prompt to print a hard copy of the output.

To queue a report to print to a device, enter a "Q" at the first "DEVICE:" prompt, a device name at the second "DEVICE:" prompt, and a start time at the "Requested Start Time: NOW//" prompt.

Selecting Patient Names
When prompted to enter a patient name, use the first initial of the last name plus
the last four digits of the Social Security Number or any of the following:
    Last name,First name
    Last name
    SSN
Be sure to check the patient information, such as SSN, to make sure you have the
correct patient.

On-line Documentation
On-line documentation is provided in the form of Help throughout the program. At
any time you become unsure of how to respond to a prompt, simply enter **?**, **??**, or
??? to obtain more information. Generally this package provides all on-line
documentation for individual prompts by entering **?** or **??**.

To obtain brief descriptions of each option within a menu, enter **???** following the
"Select...Menu Option:". Description of the menu options can also be found under
the Functional Description and throughout the instructional portion of this manual.

Date/Time Entries
This software limits the entry of illogical dates such as future dates or dates that
precede the date entered for the initial contact.

Examples of Valid Dates:
    JAN 20 1957 or 20 JAN 57 or 1/20/57 or 012057
    T   (for TODAY), T+1 (for TOMORROW), T+2, T+7, etc.
    T-1 (for YESTERDAY), T-3W (for 3 WEEKS AGO), etc.
   If the year is omitted, the computer uses the CURRENT YEAR.
   You may omit the precise day, as: JAN, 1957

Package Management

Personal data within this package is covered by the Privacy Act. Access to the package should be restricted to those personnel who meet established access criteria. There are no unique legal requirements for the Missing Patient Register.

Package Operation

Overview

Data on a missing patient entered or edited at the site is retained in the Missing Patient Register file (#850). Whenever an entry or edit is done on a record in that file, an electronic mail message is sent via MailMan to the National Missing Patient Register Database located at the Hines Information Systems Center. See the Data Communication Overview on the next page.

Every six hours, a search is done on the National Missing Patient Register and the data is compared to patient data in the Integrated Patient Data Base (IPDB) system. The data stored in IPDB is from the Patient Treatment File, Outpatient Clinic, and Annual Patient CENSUS.

Upon completion of a transmission from the site, an Initial Report is returned to the originating Medical Center. The report arrives as a mail message to any members of the mail group MPR Coordinators and its text is automatically entered into the Initial Report Text field of File #850 The report details episodes of care for the missing patient, past reports of "missing" status, patient information and the Resource Planning and Management (RPM) Classification & Eligibility for the previous three (3) Fiscal Years.
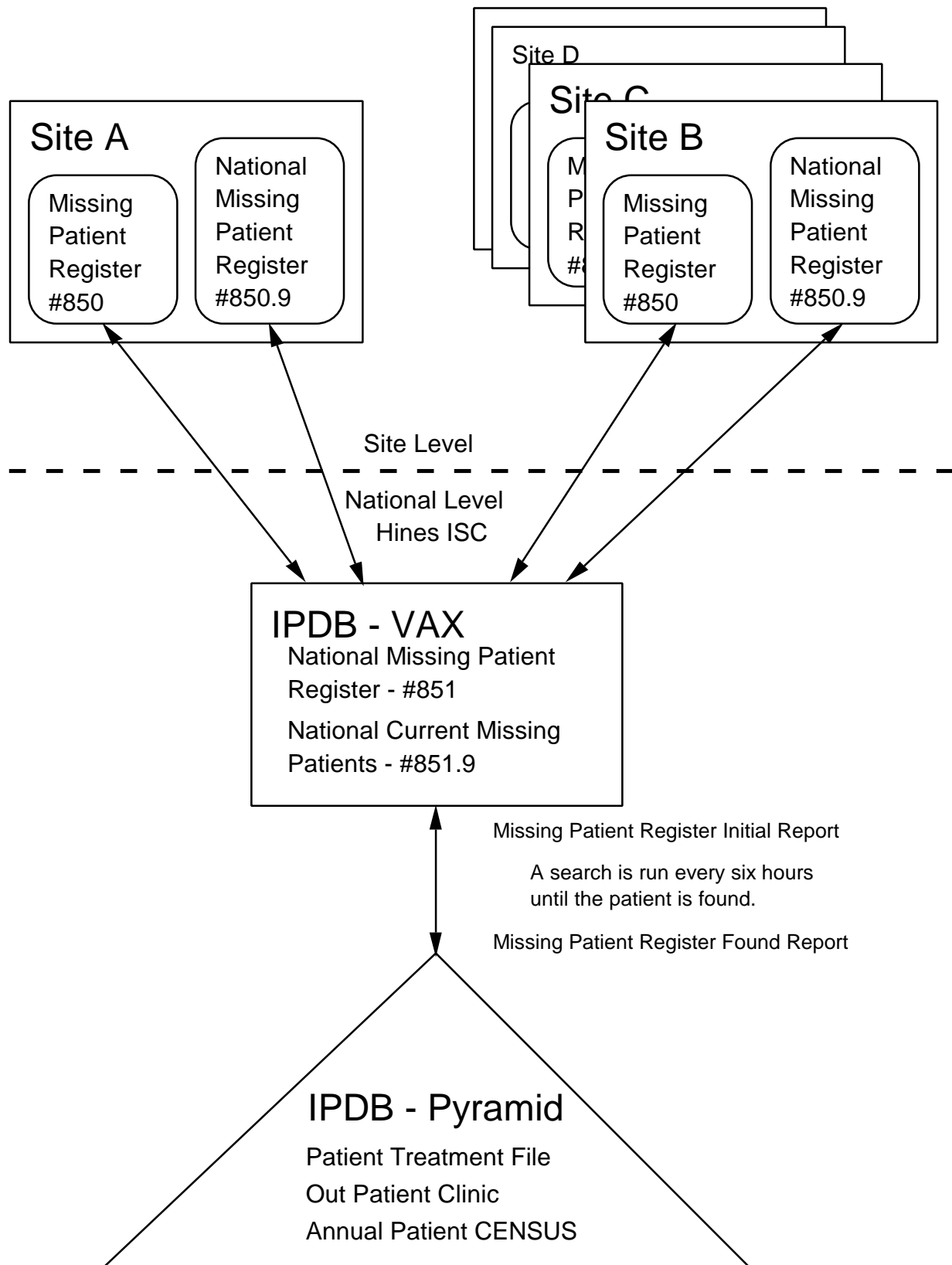
When a patient is found through the Missing Patient Register, a Found Report is also returned to the originating station informing them of the patient's condition and circumstances surrounding the reported find and the search for the patient is ended. This report is treated in the same manner as the Initial Report.

If the patient is not found, then the patient is entered into another national file, National Current Missing Patients file (#851.9) which every two days populates the National Missing Patient Register file (#850.9) at **each** site. Once this file is populated, whenever and wherever the patient next applies for care, the person entering or accessing data on the patient is prompted for information. If it is the same patient, his or her missing record is automatically removed from the local File #850.9 and a record is created in File #850 for a found patient. If the patient shows up at the same (reporting) site, then the original record is updated to show that the patient is found. Remember, any entry or edit of the local Missing Patient Register file #850 triggers a mail message to the National Missing Patient Register. So, when a patient is found at a site, the national files are updated, the original reporting site is sent a Found Report, within two days the patient is removed from the local File #850.9 at every site, and the search is ended.

There are three options in the Missing Patient Register Menu.

    PRT   Missing Patient Print
    FND   Enter/Edit Found Patient
    MIS   Enter/Edit Missing Patient

Missing Patient Register
Data Communication Overview

Site A

Missing Patient Register #850

National Missing Patient Register #850.9

Site D

Site C

Missing Patient Register #850

Site B

Missing Patient Register #850

National Missing Patient Register #850.9

Site Level

- -

National Level
Hines ISC

IPDB - VAX

National Missing Patient Register - #851

National Current Missing Patients - #851.9

Missing Patient Register Initial Report

A search is run every six hours until the patient is found.

Missing Patient Register Found Report

IPDB - Pyramid

Patient Treatment File

Out Patient Clinic

Annual Patient CENSUS

Missing Patient
Enter/Edit Missing Patient

When a patient is missing, use this option to enter the patient in the Missing Patient Register file (#850) or to edit the information on the patient. The program requires a lapse of 72 hours before a patient can be entered as missing.

NOTE: For a transmission to take place, the program looks for new data or changes to data in the fields. Also, if you "^" out or time out while in the option, a transmission will not take place. Be sure to pass down through each of the prompts to the end of the option when entering or editing data.

Prompt/**User Entry**   Discussion

```
Enter/Edit Missing Patient

Select PATIENT NAME: ANDY,DANDY        03-04-52
102030452P        SC VETERAN

  ARE YOU ADDING 'ANDY,DANDY' AS
    A NEW MISSING PATIENT REGISTER? Y  (YES)



   Enter the date that the patient was discovered missing.
   Patient must be missing for 72 hrs. before entry to Missing Patient
   Register.
```

If you enter a "?" at this prompt, you will see all the patients already entered as missing.

Missing Patient
Enter/Edit Missing Patient

Prompt/**User Entry**   Discussion

```
Date the patient was discovered missing: T-3
(OCT 15, 1994)
```

```
ANDY,DANDY has been added to the Missing
Patient Register.
```

No other entries are required, but to send a message to the national database, you must at least pass down through each of them. This insures that any default answers are valid.

```
HIGH/LOW RISK: HIGH// LOW
```

The "RISK" for any patient is assigned by the user. The default presented to the user is determined by information within the Patient file (#2). Any indication, within the Patient file (#2) or Mental Health file (#618.4) of possible high risk, will present a default of HIGH.

A risk answer of LOW, when the default presented is HIGH, will force a confirmation to insure risk choice.

```
PLEASE CONFIRM, IS THE PATIENT OF LOW RISK: NO// YES
```

A risk answer of HIGH will display four (4) mandated questions for consideration.

```
        LEGALLY COMMITTED: NO//
        COGNITIVE ABILITY: NO//
        COURT APPOINTED GUARDIAN: NO//
        DANGER TO SELF/OTHERS: NO//
```

**Missing Patient
Enter/Edit Missing Patient**

Prompt/**User Entry**   Discussion

TYPE OF SEARCH: PRELIMINARY//   **\<RET\>**   Enter either FULL or
                                                    PRELIMINARY for the type
                                                    of search as defined by your
                                                    medical center and national
                                                    policy.

DATE NOK/GUARDIAN NOTIFIED: **T-3** (OCT 15, 1994)   Enter the date the next of kin
                                                    or guardian was originally
                                                    notified. A time may also be
                                                    entered, such as T-3@2PM.

REPORTING STATION DIVISION: **Hines** ISC   Enter the site name or
999   division.

                                                    Enter an appropriate suffix -
REPORTING STATION SUFFIX: **\<RET\>**   CNH for Comm. Nursing
                                                    Home, CBC for Comm. Based
                                                    Clinic , etc. or bypass this
                                                    field.

Missing Patient
Enter/Edit Missing Patient

Prompt/**User Entry**   Discussion

MISSING LOCATION: **CANTEEN**   Where was this patient last
                                                         seen? Enter a location not
                                                         less than 2 characters and
                                                         not more than 30. This is a
                                                         free text field that can be
                                                         bypassed.

```
PRIMARY DIAG AT DISAPPEARANCE: CONGESTIVE

     1   CONGESTIVE  289.51        CHR CONGEST SPLENOMEGALY
     2   CONGESTIVE  398.91        RHEUMATIC HEART FAILURE COMPLICATION/COM
     3   CONGESTIVE  402.01        MAL HYPERT HRT DIS W CHF COMPLICATION/CO
     4   CONGESTIVE  402.11        BENIGN HYP HRT DIS W CHF COMPLICATION/CO
     5   CONGESTIVE  402.91        HYPERTEN HEART DIS W CHF COMPLICATION/CO
TYPE '^' TO STOP, OR
CHOOSE 1-5: <RET>
     6   CONGESTIVE  402.00        MAL HYPERTEN HRT DIS NOS COMPLICATION/CO
     7   CONGESTIVE  402.10        BEN HYPERTEN HRT DIS NOS
     8   CONGESTIVE  402.90        HYPERTENSIVE HRT DIS NOS
     9   CONGESTIVE  428.0         CONGESTIVE HEART FAILURE COMPLICATION/COM
     10  CONGESTIVE  404.00        MAL HY HT/REN W/O CHF/RF COMPLICATION/CO
TYPE '^' TO STOP, OR
CHOOSE 1-10: 9  428.0

Task #44363 created to transmit data to
National Missing Patient Register Database.
```

Missing Patient
Initial Report

After you enter the patient as missing, a task is created and the data is sent via MailMan to the national database, National Missing Patient Register. Once there, IPDB searches its database for information on the missing patient. The information it finds is sent back to you in the Initial Report. This comes back as a mail message to the mail group, MPR Coordinators. The same information is also added to your local Missing Patient Register file #850, Initial Report Text field #19.

Here is an example of what you might find in an Initial Report:

```
Subj: Missing Patient Register Initial Report (102030452P)
  [#6910] 26 Aug 94 08:25  21 Lines
From: National Missing Patient Register Database in 'IN' basket.  Page 1
------------------------------------------------------------------------

The patient, 102030452P, has no past episodes of being missing
from VAMC's as indicated by the Missing Patient Register.

The risk level of the patient, 102030452P, has been reported as LOW

Missing Patient Initial Report from IPDB

Patient ID:            102030452P
Name:                  DANDY ANDY
Birth Date:            03-APR-52
Death Date:
Residence County:      ANYCOUNTY
Residence State:       ANYSTATE
Residence Zip:         00000
*The information of this patient was last updated on 11-AUG-94

CONF***************     RPM SUMMARY     **************

CONF* Eligibility:      Service Connected with unknown percent

CONF* Category:         Means Test Eligible

CONF* Class name:       Oncology

CONF* Group:            Clinical Patient Groups

CONF*************************************************

Typ Adm/Visit Discharge  Fac Suf Fac Name   Bed/Location    DXLS/CPT Codes
--- --------- ---------  --- --- ---------- --------------- ------------------
PTF 29-JUN-94 01-JUL-94  999 CNH ANYVAMC    NHCU

PTF 20-SEP-93 29-SEP-93  999     ANYVAMC    GENERAL(ACUTE  M SECONDARY MALIG

OPC 20-SEP-93            999     ANYVAMC    ADMITTING/SCREE
```

Missing Patient
Missing Patient Print

You can print or view the contents of a patient's record from File #850 by using this option.

Prompt/**User Entry**   Discussion

```
Missing Patient Print
```
     To get all the patients in the file, strike the <RET> key at the START WITH PATIENT NAME prompt.

```
START WITH PATIENT NAME: FIRST// ANDY
```
     To get a single patient, use uppercase and type in the last name at the START WITH... prompt.

```
GO TO PATIENT NAME: LAST// ANDYZ
```

```
DEVICE: <RET>  HOME  RIGHT MARGIN: 80// <RET>
```
     At the GO TO... prompt, type the last name with a Z.


```
MISSING PATIENT DATA                          OCT 27, 1994  10:16   PAGE 1
------------------------------------------------- --------------------------------

ANDY,DANDY                                SSN: 102030452P

DATE MISSING: OCT 15,1994
REPORTING STATION: CHICAGO
DIVISION: Hines ISC
MISSING LOCATION: CANTEEN
TYPE OF SEARCH: PRELIMINARY
DATE NOK/GUARDIAN NOTIFIED: OCT 15,1994
PRIMARY DIAGNOSIS AT DISAPPEARANCE: 428.0
RISK: HIGH
RULED INCOMPETENT: NO
LEGALLY COMMITTED: NO
COGNITIVE ABILITY: NO
DANGER TO SELF/OTHERS: NO
COURT APPOINTED GUARDIAN: NO

INITIAL REPORT:
The patient, 102030452P, has no past episodes of being missing
from VAMC's as indicated by the Missing Patient Register.

The risk level of the patient, 102030452P, has been reported as LOW

Missing Patient Initial Report from IPDB

Patient ID:             102030452P
Name:                   DANDY ANDY
Birth Date:             03-APR-52
Death Date:
Residence County:       ANYCOUNTY
Residence State:        ANYSTATE
Residence Zip:          00000
*The information of this patient was last updated on 11-AUG-94
```

Missing Patient
Missing Patient Print

```
CONF***************      RPM SUMMARY     **************

CONF* Eligibility:       Service Connected with unknown percent

CONF* Category:          Means Test Eligible

CONF* Class name:        Oncology

CONF* Group:             Clinical Patient Groups

CONF***************************************************

Typ Adm/Visit Discharge  Fac Suf Fac Name   Bed/Location    DXLS/CPT Codes
--- --------- ---------  --- --- ---------- --------------- ------------------
PTF 29-JUN-94 01-JUL-94  999 CNH ANYVAMC    NHCU

OPC 20-SEP-93            999     ANYVAMC    ADMITTING/SCREE

STATION FOUND:
PATIENT CONDITION WHEN FOUND:
DATE FOUND:

FOUND REPORT:

LOCAL STATUS: ACKNOWLEDGMENT OF RECORD
NATIONAL STATUS: SEARCH RUN
INITIAL REPORT DATE:
IPDB SEARCH DATE:
```

Found Patient
Notification of Found Patient

Every two days, your local National Missing Patient Register file #850.9 is updated automatically to reflect only those patients who are currently considered missing across the nation. If one of those patients is either already in your facility or comes in for treatment, **the first person to access a record** for one of the missing patients will be asked a series of questions to determine if this is the same person as the patient considered missing.

Here is an example of the questions that appear when a user accesses the missing person's patient record. We will use the example of the patient being admitted to your site.

```
Admit a Patient

Admit PATIENT: JONES,LOST M
   ARE YOU ADDING 'JONES,LOST M' AS A NEW PATIENT (THE 72ND)? NO// Y  (YES)
   PATIENT DATE OF BIRTH: 12/28/50  (DEC 28, 1950)
   PATIENT SOCIAL SECURITY NUMBER:  454122850
   PATIENT TYPE: NSC VETERAN
   PATIENT VETERAN (Y/N)?: Y YES

   ...searching for potential duplicates.

   No potential duplicates have been identified.

   ...adding new patient
```

Prompt/**User Entry**

Discussion

```
POSSIBLE MISSING PATIENT

This patient was reported missing from TESTVAMC
Station #123 on OCT 05, 1994@13:24

The National Missing Patient Register has
JONES,LOST M listed as:JONES,LOST
Is this the same patient currently in your
presence, or in your facility? ?

If the patient you are working with is the same
one as identified by the National Missing
Patient Register, answer YES.
If you are unsure, answer NO.
```

This is what appears when there is a possible match.

If your are not sure if this patient is the same as the missing patient, then answer NO.

Found Patient
Notification of Found Patient

Prompt/**User Entry**	Discussion
Is this the same patient currently in your presence, or in your facility? **YES**	If you are sure, answer YES.

DATE PATIENT FOUND: NOW// **<RET>** (OCT 25, 1994@10:54)

Please enter the patient's condition when found: **?**

You can always enter a question mark when you want more information.

Enter the condition that best describes the patient.
Choose from:
```
0      ALIVE - NO INJURIES
1      ALIVE - MINOR INJURIES
2      ALIVE - MAJOR INJURIES
3      DEAD
```

Please enter the patient's condition when found: **1** ALIVE - MINOR INJURIES

Please enter a narrative describing how the patient was found.
```
  1>Patient came to our emergency room with abrasions to his head
  2>and right side.  He claims he was in a fight.
  3>We are admitting him for observation.
  4><RET>
EDIT Option: <RET>
```

Task #44504 created to file and transmit data to the National Missing Patient Register database.

After the task is created, you are returned to the option you were in originally.

Means Test not required based on available information

Status   : PATIENT HAS NO INPATIENT OR LODGER ACTIVITY IN THE COMPUTER

Religion   :   Marital Status :
Eligibility : (NOT VERIFIED)

<C>ontinue, <M>ore, or <Q>uit? CONTINUE//

Found Patient
Enter/Edit Found Patient

Remember, we said "the first person to access" the missing person's patient record will see a set of questions regarding his status. The patient may have been admitted to your site before File #850.9 was updated with his name. It might be a nurse or doctor on the ward, a lab tech, radiology or outpatient clerk, etc. who first accesses the missing person's patient record. They may not know what to do or how to answer the questions.

They can enter NO at the prompt,

```
    Is this the same patient currently in your presence, or in your facility?
```

and pass the information along to the Missing Patient Coordinator or person responsible for tracking missing patient information. The option, Enter/Edit Found Patient can then be used to update File #850 and send a message to the national database. Note: The missing patient record will not be removed from File #850.9 until the patient is entered as found. Therefore, the questions will continue to query any user who accesses that patient's record.

These are the same questions as shown under Notification of Found Patient.

Prompt/**User Entry**

```
Enter/Edit Found Patient
Select a NATIONAL MISSING PATIENT: JONES,LOST  454122850P          JONES,LOST
DATE PATIENT FOUND:  NOW// T@8AM  (OCT 21, 1994@08:00)
Please enter the patient's condition when found: 1  ALIVE - MINOR INJURIES
Please enter a narrative describing how the patient was found.
   1>Patient was admitted to our facility two days ago f or
   2>observation.
   3><RET>
EDIT Option: <RET>

Task #44505 created to file and transmit data to the National
Missing Patient Register database.
```

Found Patient
Found Report

Once a patient has been found, your local Missing Patient Register file #850 is updated either with a new entry or an edit (if the finding site happens to be the same site as the originating site) and the corresponding missing patient record is removed from your local National Missing Patient Register file #850.9. A Found Report is created by the data in File #850 and tasked to notify the national database. The national database then sends the Found Report to the site that originally entered the patient as missing. Within two days, the patient's record is removed from File #850.9 at every site.

Here is an example of a Found Report:

```
Subj: Missing Patient Register Found Report (454122850P)
  [#6922] 21 OCT 94 09:31 19 Lines
From: National Missing Patient Registration Database in 'IN' basket.  Page 1
--------------------------------------------------------------------------
                 MISSING PATIENT REGISTER FOUND PATIENT REPORT

Issued: OCT 8, 1994@15:24

The Patient, JONES,LOST M, report lost on OCT 5, 1994, has been located.

SSN:                      454122850P

DATE FOUND:               OCT 21, 1994@08:00

FOUND AT:                 ANYVAMC

CONDITION WHEN FOUND:     ALIVE - MINOR INJURIES

FOUND NARRATIVE:
      Patient was admitted to our facility two days ago for observation.

This report concludes the search for JONES,LOST M, conducted by the Missing
Patient Register.
```

Glossary

Acknowledgment of Record   Record status indicating that the transmitted data was received.

Closed/Found   Record status indicating that the patient was found and/or the record closed.

Found Report   A report initiated by the site that found the patient that is eventually sent to the site originally reporting the patient as missing. Includes date and condition of patient when found.

Found Requirements Complete   Record status indicating that all necessary data supporting a patient as having been found has been entered into File #850.

Incomplete Record   Record status indicating that insufficient data has been entered into File #850 to make a record complete for a missing patient or complete for a found patient.

Initial Report   A report containing the missing patient's VA treatment history and any previous occurrences of being reported as missing. This report is sent from the national database to the site originally reporting the patient as missing.

IPDB   Integrated Patient Data Base.

MIRMO   Medical Information Resources Management Office

NOK   Next of kin.

Record Requirements Complete	Record status indicating that all necessary data for either describing the missing patient or the found patient has been entered into File #850.
Record Status	The stage of the record from incomplete to closed. This field in File #850 is automatically updated by the system. See the definitions of each of the following statuses:
	Incomplete Record
	Record Requirements Complete
	Transmission in Progress
	Acknowledgment of Record
	Closed/Found
	Found Requirements Complete
RPM	Resource Planning and Management.
Transmission is Progress	Record status indicating that data is being transmitted between the site and the national database.